

CUSTOMER SERVICE TECHNICIAN

DISTINGUISHING FEATURES

The fundamental reason the Customer Service Technician exists is to perform varied para-professional utility billing tasks of a technical nature including controlling and processing the City's automated billing system and data collection, process coordination and preparation of the annual budget in the Customer Service Division. This classification is not supervisory. Work is performed under general supervision and is supervised by the Customer Service Manager in Utility Billing.

ESSENTIAL FUNCTIONS

Prepares and maintains a variety of management reports using utility billing system software report generators. Analyzes reports for highest level of quality and relevance.

Maintains integrity of database for Utility Billing system, reviews printed results and on-line data, and enters corrections into the system to maintain quality data to meet customer service expectations.

Provides training and guidance to employees within the work unit and to other City departments that access the utility billing system and its data.

Automates manual functions using a variety of computer software products.

Assists in evaluation and preparation of water, sewer and solid waste reports and recommendations for utility billing policies and procedures manual.

Performs uploads/downloads and transfers of data files from/to various systems (AccuMail, Unisys mainframe via Demand and PC's etc.)

Verifies that all journal entries and adjustments to the financial system are entered, posted and properly logged in order to maintain data integrity in the financial system.

Acts as a back-up to the Lead Customer Service Representative for scheduling and initiating running of computerized jobs, creating and verifying computer controls, and verifying that all journal entries and adjustments to the system are entered, posted and properly logged in order to maintain data integrity of the system.

Takes ownership of all other technical tasks, as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills, and Abilities

Knowledge of:
Office procedures and methods.

Utility Billing computerized billing system

Ability to:
Make relatively complex testing revisions and enhancements to the computer system.

Make mathematical calculations and draw logical conclusions.

Comprehend and make inferences from complex written material and verbal and/or written

instructions.

Prepare reports with clearly organized thoughts using proper sentence construction, punctuation, grammar and present information verbally and in writing to subordinates, other City staff and the public.

Communicate effectively and courteously both orally and in writing to customer requests on the phone and in person.

Establish and maintain effective working relationships with co-workers and City employees at all levels.

Use a personal computer and a variety of computer software that requires continuous and repetitive arm or hand and eye movement.

Maintain regular consistent attendance and punctuality.

Education & Experience

Any combination of training and experience equivalent to two years of recent and responsible experience, or a combination of training and experience as a Customer Service Representative including technical knowledge of existing computerized billing systems.

FLSA Status: Non-exempt

HR Ordinance Status: Classified